

Kaimuki Municipal Parking Lot 2 Pay-Stations Pilot Project Fact Sheet
Department of Transportation Services



The Kaimuki Municipal Parking Lot 2, located in the block bounded by Waiālae Avenue, Koko Head Avenue, Harding Avenue and 12th Avenue will feature two state-of-the-art IPS Group Inc. Model MS3 pay-stations. The pay-stations will accept only credit-card payments for parking fees.

This will be a pilot program commencing in the Summer of 2022 to be installed at the parking lot. Reconstruction of the lot has been completed in April 2022.

Currently, the parking lot has older, single-space coin-only parking meters. The parking fees at the lot currently and will remain at \$0.75 per hour for a maximum parking time of two-hours.

Contractor: IPS Group Inc.

Work Date: Summer 2022 (currently the contract is being amended to purchase the two pay stations.) to Summer 2023.

Parking Lot Site: Kaimuki Municipal Parking Lot 2, located in the block bounded by Waiālae Avenue, Koko Head Avenue, Harding Avenue and 12th Avenue.

Locations:

(1) On the parking island/curb behind the 76 Gas Station located near Harding Avenue; and,

(2) On the curb next to the accessible parking stalls located near Jose's Mexican Restaurant.

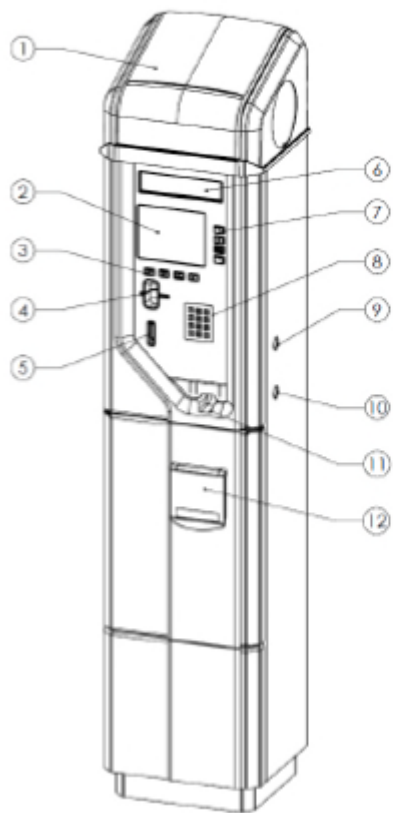


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The Pay-Station:

The customer will pay at the pay-station, and display their parking receipt on top of the dashboard. Here is a diagram of the MS-1 pay-station, quite similar to the MS3 pay-station. The MS3 pay-station has been recently released and currently does not have a technical manual; we are using the MS1 diagrams for explanation purposes. A MS3 Technical Manual will be released in the near future.



1. Solar Dome
2. Display Screen
3. 4-Key Horizontal Keypad
4. Card Entry Slot
5. Coin Entry Slot
6. Graphic Display
7. Vertical Keypad
8. Numeric Keypad
9. Upper Cabinet Lock
10. Lower Cabinet Lock
11. Receipt Door
12. Bill Note Acceptor (optional)

The pilot pay-stations will be programmed only to accept payment by credit/debit and smart cards. The pay-station, like the smart meters, will be EMV compliant and accepts EMV chip credit cards which reduces fraud.

The payment process is similar to the payment process of the single-space meters with the exception that the pay-station will print the ticket/receipt. Below is a diagram of the MS1 pay-station method of payment for the pay and display process.

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6.3.1 MS1™ Pay and Display

1. Insert credit/debit card or coins for payment
2. Use arrows to select time desired
3. Press ☒ to confirm or ☒ to cancel
4. Wait for authorization
5. Print ticket
6. Place ticket on dashboard of vehicle

5.1.3 Coin Entry Slot (Point 5)

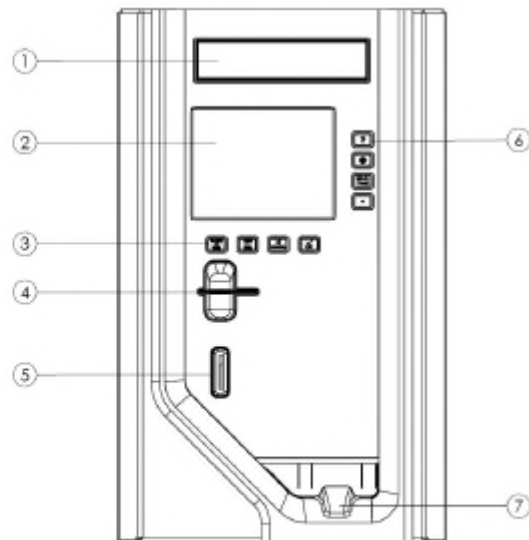
Motorists use coins in the same fashion as older, coin-only parking meters. When a coin is inserted, the amount of paid time appears on the screen.

5.1.5 Card Entry (Point 4)

In order to pay with a credit card, the motorist must insert and remove a card into the card entry slot. This entry slot will accept standard-sized credit, debit, and smart cards. The proper way to insert a card is with the magnetic stripe down, on the right hand side of the card entry slot (see image to right).

5.1.6 Receipt Door (Point 7)

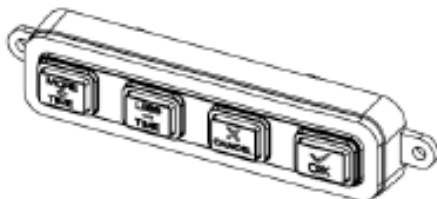
Once motorists have paid using a pay-by-space or pay-by-plate machine, they will have the option to print a receipt for personal use. If using a pay and display machine, the ticket will automatically print to be displayed according to enforcement requirements. The ticket/receipt will be dispensed from the receipt door on all machine styles.



How to pay:

Insert the credit or debit card in slot #4 in diagram above and pull out the card right away. The customer should hear a beep starting the process.

The customer then pushes the up or down arrow buttons listed as #3 above; (first two on the horizontal keypad piece below) to select time in 10 minute increments for the length of parking. The X button will be colored Red and the Check button will be colored Green.



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Upon selection of the time in the display, the customer then pushes green check button (last button on horizontal keypad #3) to confirm the time, or presses the red X button to cancel.

The credit card will process and authorization will be on the display screen. The pay station will print a ticket and the customer will need to walk back to the car to place the ticket on the customer's dashboard for viewing by the enforcement officer through the windshield.



Pay Station Enforcement:

Pay-station enforcement at the Kaimuki Lot 2 will be provided by the Honolulu Police Department Traffic Division Collections and Enforcement Branch staff. HPD staff will read the displayed receipt to check the customer's time purchased on the vehicle's dashboard to ensure compliance.



Pay Station Repairs:

The pay station uses similar equipment components as the individual Smart Meters, see photo below of the pay-station interior. The pay-station hardware is modularly designed similar to the smart meter for plug-and-play maintenance. The hardware and parts are designed to last five to ten years with proper maintenance. Pay-station repairs will be done by the Honolulu Police Department Traffic Division Collections and Enforcement Branch Parking Meter Mechanics.

Financial Deposits:

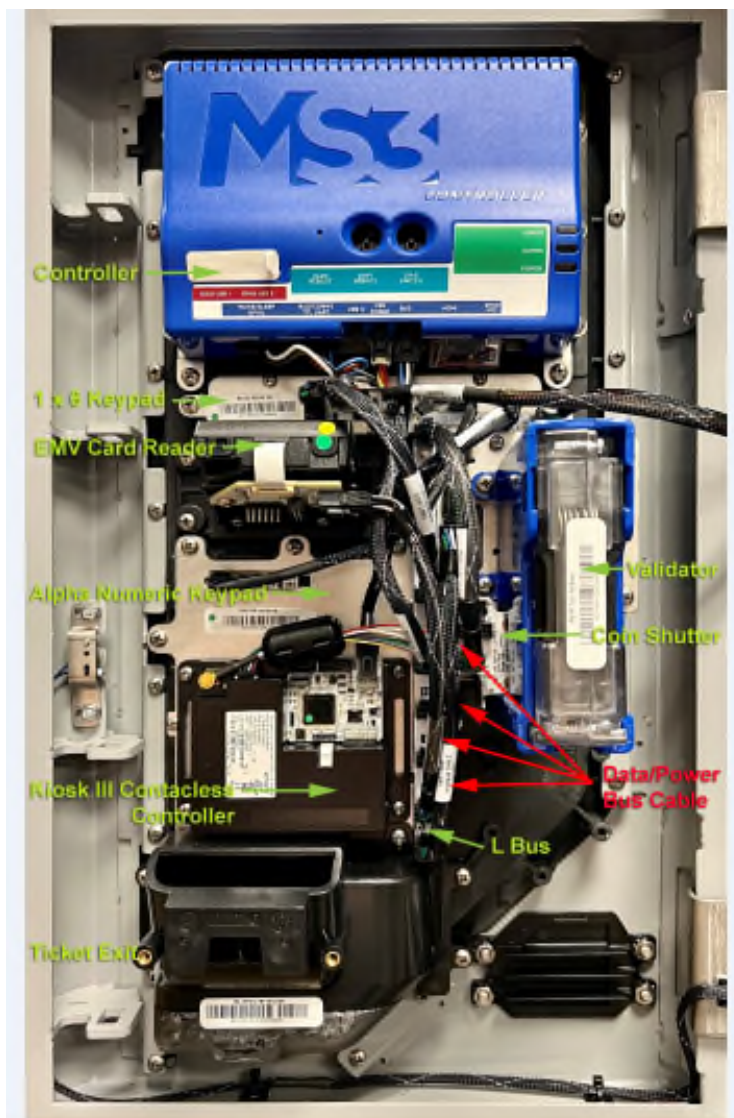
Financial credit card deposits and reconciliation will continue to be done by the Department of Transportation Services (DTS) Business Development Services (BDS) Branch staff. The HPD Collections staff will not provide any service to the pay-stations since no cash is collected.

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The following is a photo of the interior of the MS3 pay-station. The plug-and-play parts components are swappable similar to the repair of the smart meters. IPS Group Inc. staff will provide the initial and on-going training, initial training in person, and subsequent training through videos and web conferences with the senior staff. Training requests are requested by support tickets to the Customer Support Manager.

The HPD Mechanic will not be able to replace in whole the pay-station for repair at the site the way the single meter mechanism is swapped on-site with a new one for the smart meters. Repairs will need to be done by swapping and replacing the individual spare part on-site at the Kaimuki Municipal Parking Lot 2.



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IPS Group Inc. Support:

There is no change in the many ways that IPS Group Inc. provides support to the HPD Mechanics. Here are the ways to obtain support:

IPS Group Inc. senior staff contact information has been provided to the HPD staff. The Senior staff are readily available to assist by phone, video conference call, and by email.

Product information and how-to videos can be found on the IPS Group Inc. website link: <https://ipsgroupinc.com/products-and-solutions/>

The IPS Group Inc. computer-based Data Management System (DMS) technical support is available at the website: www2.ipsmetersystems.com Administrative access will continue to be provided to the HPD staff to access the DMS by username and password. HPD staff will continue to access the pay-stations' financial, and mechanical, reports to determine usage data, battery life, and other related data and reports.



The DMS has on-line help tools accessible to the HPD staff including product manuals, frequently asked questions, maintenance videos, technical documents and current news.

The HPD Mechanics will continue to contact the Customer Support Manager listed on the DMS to initiate and file support tickets. The submission of support tickets are always available to track and monitor on-going issues along with return merchandise authorizations (RMA).

The HPD Mechanics may contact the IPS Help Desk which is available from 8 a.m. to 5 p.m. Central Standard Time (CST) hours, by calling toll free at 877-630-6638.

Point of Contact:

Rae Gee, Project Manager, City Department of Transportation Services, Business Development Services Branch, 808-768-8357.